

General Information

Billing Inquiries: Monday through Friday, 8:30 a.m. to 5:00 p.m.	☎ 276-403-5146
Utility Emergencies, Nights (After 5:00 p.m.), Weekends & Holidays	☎ 276-403-5138
Power Outages: Monday through Friday, 8:00 a.m. to 5:00 p.m.	☎ 276-403-5183
Energy Audits Available: Monday through Friday, 8:00 a.m. to 5:00 p.m.	☎ 276-403-5183
Refuse Collection: Monday through Friday, 8:00 a.m. to 5:00 p.m.	☎ 276-403-5154
Bulk Trash Pick-up:	☎ 276-403-5419
Treasurer: Monday through Friday, 8:30 a.m. to 5:00 p.m.	☎ 276-403-5240

WAYS TO PAY YOUR BILL

- ❖ **Mail:** Please enclose the bottom portion of the bill with your payment.
- ❖ **Bank Draft:** Call 403-5146 for information. Visit Utility Billing at City Municipal Building for a draft sign-up form.
- ❖ **Budget Billing:** Call 403-5146 for information. Visit Utility Billing at City Municipal Building to sign form.
- ❖ **Treasurer's Office:** Drive-thru or inside the City Municipal Building at 55 W Church Street.
- ❖ **Night Drop:** After normal business hours, please use our drop box at the drive-thru window. Please do not put cash in the night drop. To ensure proper credit, always include your bill stub and write your account number on your check. Payments placed in the drop box after 5:00 p.m. will be considered next day for payment.
- ❖ **On-line:** Visit <http://martinsville-va.munisselfservice.com> to pay your bill by eCheck or Credit Card.
- ❖ **Telephone:** Official payments at 1-800-272-9829, Enter jurisdiction code 1010. A convenience fee is applicable for this service.

Payment Terms

- ❖ All utility bills are due and payable on or before the due date. If you feel your bill is incorrect, please contact the Utility Billing Department immediately upon receipt.
- ❖ A 10% late penalty will be added to any Utility Bill that is not paid by 5:00 p.m. on the due date.
- ❖ The cut off date is the date on which utility services shall be disconnected for non-payment. Accounts for which payment has not been received prior to utility meter reader's arrival at location, will be subject to reconnect fees and a deposit may be required.
- ❖ Payment agreements will be accepted up to two times per twelve month period. Arrangements should be made with the Utility Billing Department on or before the due date shown on bill.

Reconnection

- ❖ For residential and small general service electric customers, a \$30 reconnection fee will be charged between 8:00 a.m. — 5:00 p.m. and \$60 after regular business hours.
- ❖ For residential and small general service water customers, a \$10 charge multiplied by the number of times the customer has been disconnected for non-payment during the last 12 months.
- ❖ For all other customers— actual cost.
- ❖ Reconnection fees will only be applied to accounts after service has been disconnected for non-payment.
- ❖ In all cases of disconnection, a deposit may be required (where none previously existed) prior to reconnection.

Meter Tampering

In cases where electric and/or water service is reconnected fraudulently to a residence after the City has disconnected service(s), the City will cut electrical power to the residence by any means necessary and/or remove the water meter. The customer will be required to pay a \$100 reconnection fee per metered service and cost of reconnection of service.